

dentrix

MAGAZINE



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PowerPayLE EMV



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Own Dentrix? It's time to get to know the Essentials.

Dentrix Mastery Tracks™ Essentials online training will help your team members get up to speed on your software in hours instead of days!

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and select “Get Your Training.”*



Dentrix Mastery Tracks

SPOTLIGHT

Dentrix Mastery Tracks™ allows dental professionals to test how well they understand and can use Dentrix. Read on to find out about Lisa Dunlap, a Registered Dental Hygienist who has completed all eight Mastery Tracks tests and earned all four specialist certificates.



LISA DUNLAP | REGISTERED DENTAL HYGIENIST

Where do you work?

I currently practice at Branchburg Dental in Branchburg, NJ.

What is your title?

I am a Registered Dental Hygienist.

How long have you worked with Dentrix?

I have worked with Dentrix for over 14 years.

Which certificates have you earned?

I have earned the Dentrix Clinical Specialist, Dentrix Financial Specialist, Dentrix Front Office Specialist, and Dentrix Practice Analysis Specialist certificates.

What got you interested in Dentrix Mastery Tracks?

A Dentrix trainer working with our office suggested I take the tests to measure how well I know the software and to give me information on areas I need to improve.

How has participating in Mastery Tracks helped you use Dentrix?

I have learned so much going through the Dentrix Mastery Tracks program. I feel like I can better assist my patients and work better with our front desk to make our office run as smoothly as possible.

How has becoming a Dentrix specialist improved your career?

I have just completed the whole set of tests, and I can't wait to share my new knowledge with my dental team. Testing myself this way has opened possibilities for adding new and interesting ways to contribute to the dental profession.

What is your favorite Dentrix tip or trick?

I don't have one favorite; I love it all. The program is so easy to use. I suppose if I had to pick one thing, being a hygienist and responsible for making sure all my patients have future appointments, I would pick the Continuing Care module. I love that I can generate a list of currently due, overdue, and very overdue patients, and that I can filter the list by provider or care type.

Is your team ready for your success? Visit Dentrix.com/Mastery and start using Dentrix Mastery Tracks to give your team the tools they need to measure and improve their Dentrix skills.

▼ Announcing New Insurance Payor Connections

DENTRIX Attachments

The following payors now accept electronic claim attachments. With electronic attachments, you can add digital X-rays, EOBs, photos and perio charts to the electronic claims you send.

Payor ID	Payor Name
ASHC1	Assurant Supplemental Plan
86098	CareSource Kentucky Medicare (administered by Avesis)
86098	Geisinger Health Pediatric Medicare (administered by Avesis)
86098	Geisinger Health Plan (administered by Avesis)
86098	Health Republic New Jersey (administered by Avesis)
CX014	Priority Partners Medicaid (administered by Doral/DentaQuest)
CX014	Simply Healthcare Plans FL-Medicaid (administered by Doral/DentaQuest)
CX014	Simply Healthcare Plans FL-Medicare (administered by Doral/DentaQuest)
CX014	TennCare Medicaid (administered by Doral/DentaQuest)
CX014	TN Amerigroup Community Care-Medicare (administered by Doral/DentaQuest)
CX014	Tufts Health Plan Medicare (administered by Doral/DentaQuest)
CX014	TX Amerigroup Duals Medicaid (administered by Doral/DentaQuest)
CX014	TX Amerigroup Duals Medicare (administered by Doral/DentaQuest)
CX014	TX Amerigroup Medicaid (administered by Doral/DentaQuest)
CX014	TX Amerigroup Medicare (administered by Doral/DentaQuest)
CX014	TX Cigna- HealthSpring Medicaid (administered by Doral/DentaQuest)
CX014	TX Cigna-HealthSpring Care Plan (administered by Doral/DentaQuest)
CX014	TX Driscoll Childrens Hlth Plan Medicaid (administered by Doral/DentaQuest)
CX014	UHC Community Plan Ohio Medicaid (administered by Doral/DentaQuest)
CX014	UniCare Health Plan of WV, Inc. (administered by Doral/DentaQuest)

DENTRIX eClaims

Dentrix has eClaims connections with several new payors. For patients using the following insurance carriers, you can reduce paper claims by submitting electronic claims through Dentrix instead.

Payor ID	Payor Name
86098	CareSource Kentucky Medicare (administered by Avesis)
86098	Geisinger Health Pediatric Medicare (administered by Avesis)
86098	Geisinger Health Plan (administered by Avesis)
86098	Health Republic New Jersey (administered by Avesis)
37323	Key Solution
CKMEH	Medicaid of Maine (for FQHC)
314RV	Nationwide Employee Benefits
CX014	Priority Partners Medicaid (administered by Doral/DentaQuest)
CX014	Simply Healthcare Plans FL-Medicaid (administered by Doral/DentaQuest)
CX014	Simply Healthcare Plans FL-Medicare (administered by Doral/DentaQuest)
74227	Student Resources-United Healthcare
CX014	TennCare Medicaid (administered by Doral/DentaQuest)
CX014	TN Amerigroup Community Care- Medicare (administered by Doral/DentaQuest)
CX014	Tufts Health Plan Medicare (administered by Doral/DentaQuest)
CX014	TX Amerigroup Duals Medicaid (administered by Doral/DentaQuest)
CX014	TX Amerigroup Duals Medicare (administered by Doral/DentaQuest)
CX014	TX Amerigroup Medicaid (administered by Doral/DentaQuest)
CX014	TX Amerigroup Medicare (administered by Doral/DentaQuest)
CX014	TX Cigna- HealthSpring Medicaid (administered by Doral/DentaQuest)
CX014	TX Cigna-HealthSpring Care Plan (administered by Doral/DentaQuest)
CX014	TX Driscoll Childrens Hlth Plan Medicaid (administered by Doral/DentaQuest)
CX014	TX Cigna-HealthSpring Care Plan (administered by Doral/DentaQuest)
CX014	TX Driscoll Childrens Hlth Plan Medicaid (administered by Doral/DentaQuest)
CX014	UHC Community Plan Ohio Medicaid (administered by Doral/DentaQuest)
52180	UMWA Health & Retirement Funds
CX014	UniCare Health Plan of WV, Inc. (administered by Doral/DentaQuest)
72128	Vantage Health Plan

DENTRIX InsuranceManager

The Insurance Manager allows you to verify insurance eligibility in real time or to perform automatic insurance eligibility uploads. You can now verify patient insurance eligibility electronically with the following payors.

Payor ID	Payor Name
CX060	Pacificare Dental & Vision HMO
CX053	Pacificare Dental & Vision PPO
76342	Sierra Health Services-UHC
52133	United Healthcare Dental
74227	United Healthcare Ins. Company-Student Insurance
95378	United Healthcare of River Valley

DENTRIX eEOB

After you have sent claims and attachments to payors electronically, complete the electronic claim round trip by accepting electronic explanation of benefit statements (eEOBs) that the insurance carrier sends back to you. The following payors now send eEOBs.

Payor ID	Payor Name
04614	Delta Dental of Massachusetts
74227	Student Resources-United Healthcare

View the entire list of electronic payor connections using the Payer Search Tool at www.dentrix.com/products/eservices/eclaims/payor-search. You can search for specific payors or download the complete payor list. Call 800-734-5561 for help setting up any of these services.

▼ Ready for EMV?

DENTRIX PowerPayLE EMV

EMV is a global payment security technology that is becoming the standard in the United States. It has the potential to reduce fraud and provide better data defense. EMV “chip” cards, also known as “smart cards” or “chip and PIN cards,” are adding an embedded microchip on payment cards.

PowerPayLE EMV, released in October 2016, allows your office to accept EMV, credit and debit card, and NFC/contactless transactions and post them to your Dentrix software. With PowerPayLE EMV, there's no additional software to buy and no registration fees. PowerPayLE EMV is included with your customer service plan. Hardware devices are sold separately.

Reduce errors and increase profitability!

With PowerPayLE EMV and an iPP320 device (sold separately) you can:

- Process EMV and NFC contactless transactions
- Process credit card and PIN debit transactions as well as flex spending cards
- Integrate with your Dentrix software for ease and simplicity
- Post payments automatically to your Dentrix Ledger to eliminate double entry
- Process payments without tying up a phone line
- Deposit funds into your account usually within 48 banking hours

Equip your office with a device that allows you to begin accepting EMV/NFC/PIN debit transactions now and you will be able to integrate with a new release of PowerPay anticipated for the second half of this year that will allow your office to create payment consents. To learn more about PowerPayLE EMV and the iPP320, go to www.dentrix.com/products/eservices/powerpayle-emv.

Windows Vista Support Is Ending



Learn what Dentrax is doing to prepare as Microsoft plans to end Windows Vista support on April 11, 2017.

When you hear the dates April 8, 2014 or July 14, 2015, do you twitch remembering the impact they had on your practice? In case you don't recall those dates, they reflect Microsoft's end of life for Windows XP and Windows Server 2003 respectively. For some, it was the impetus for swapping out most, if not all, of the computers in the office.

In 2017, another Microsoft operating system will similarly be laid to rest. Luckily, Windows Vista was not as widely adopted as Windows XP and should not have the same effects on most practices. Nevertheless, it does mean changes to the Dentrax system requirements. Windows Vista will officially see its days come to an end on April 11, 2017 when Microsoft will end extended support for the operating system (see <https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet>). As a result of this change, Dentrax versions released after this update will no longer be supported on Windows Vista (or earlier operating systems).

In addition to these changes, there will also be changes to our electronic services (eClaims, Quickbill, eCentral). In 2017, we will no longer be able to process transactions that come from any unsupported operating systems. The reason is that these operating systems cannot send data using the

latest transport layer security (TLS) version of 1.2 or higher but instead submit using older, outdated methods. What this also means is that we will no longer be able to process transactions coming from the base version of Windows Server 2008 either, which also uses older transfer protocols. Therefore, transactions for these electronic services in 2017 will need to come from a workstation running Windows 7 or higher or from a server running Windows Server 2008 R2 or higher.

What To Expect

For customers using our electronic services and submitting with weaker transport layer security, you will be receiving communication outlining dates when those methods will no longer be available. With respect to Dentrax, the next major release will have a hard stop that prohibits the installation of Dentrax on any computer running an unsupported operating system or one that does not support TLS 1.2 or higher.

We Can Help

As with other hardware changes, our TechCentral team is here to help. You can contact us with any questions you may have about new computers or other network hardware for your practice. To request a free network assessment to help your office to prepare for these upcoming changes call 877.336.8796 or visit www.HSTechCentral.com/DentraxAssessment. **DM**

BRAD ROYER
Dentrax Product Manager



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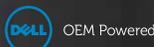
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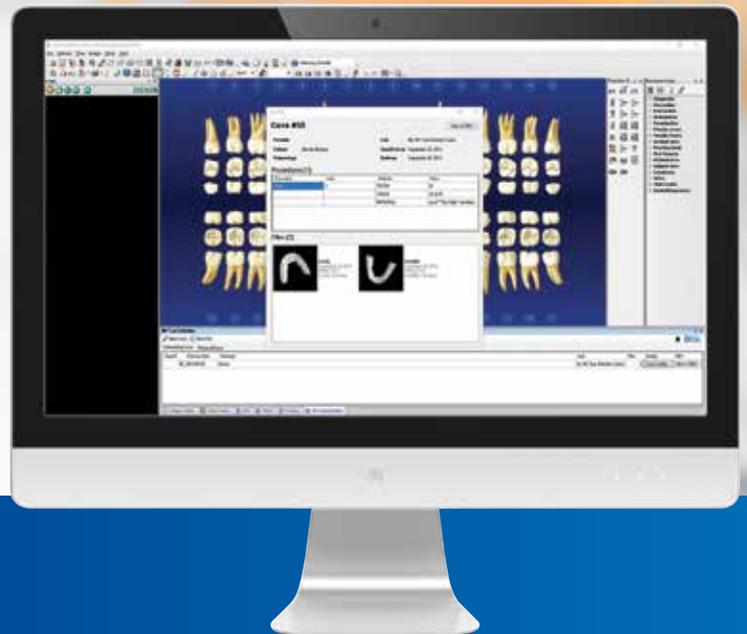
New Trusted Connection Same Digital Dependability

Users of the 3M™ True Definition Scanner now have a new Trusted Connection and the ability to place a record of their intraoral scans into the patient's chart in the Henry Schein Dentrrix® general practice management system.

- Trusted Connection works with the Cart Edition or the new 3M™ Mobile True Definition Scanner
- Gives practitioners easy access to clinical records and exclusive 3D visualization tools*
- Seamlessly stores a 2D record of the intraoral scan within the Dentrrix patient chart
- Makes the process of recording and saving patient information more efficient for practitioners

* Some features may require the Advanced Data Plan

Take the step into digital
impressioning today.



Learn More at:
<http://hnrisc.hn/3MTrueDef>

Tips & Tricks

The tips in this section describe valuable but easily overlooked Dentrix features that simplify workflow and increase efficiency. Find the tips that correspond to your role in the practice and try them out today. Start making your job easier and your practice more profitable.

Front Office



Financial



Practice Analysis



Clinical



Attaching Diagnostic Codes to Procedures in the Progress Notes



The Patient Chart is a clinical record of patient care, and as such it must be completely accurate. To help maintain an accurate clinical record, Dentrix allows you to attach diagnostic codes to procedures using the Progress Notes toolbar. Diagnostic codes, however, cannot be attached to conditions, clinical notes, exams, or referrals.

To attach a diagnostic code to a procedure:

1. From the Patient Chart's **Progress Notes** panel, click the procedure you want to attach a diagnostic code to.
2. From the Progress Notes toolbar, click the **Attach Dental Diagnostics to Selected Procedure** button.
3. Select a code category from the **Included Diagnostic Codes** drop-down list.
4. From the list, select the appropriate diagnostic code(s), and click **Add**.
5. Click **OK**. Dentrix attaches the diagnostic code(s) to the procedure and the letter "D" appears in the **Diagnosis** column of the **Progress Notes** panel.

Additional Information:

- If you print insurance claims rather than submitting them electronically, you must make sure to select a claim format (DX2012 for example) which supports the inclusion of diagnostic codes.
- Dentrix versions G6.1 or later can automatically add ICD-10 diagnostic codes through a CDT Update utility.

See the Dentrix Help for more information on adding or editing dental diagnostic codes in Dentrix.

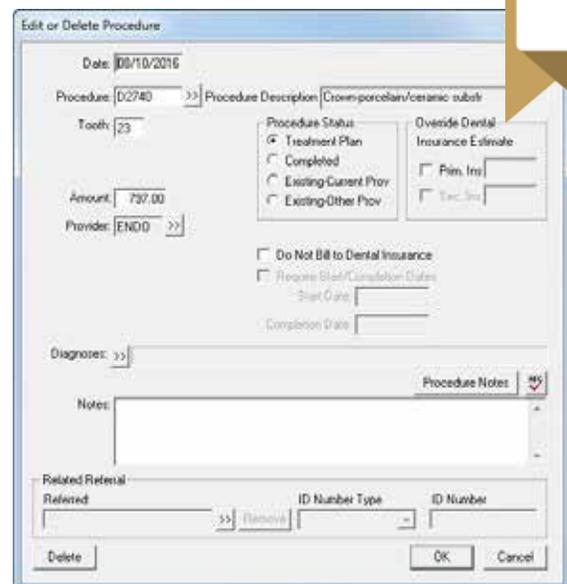
Making Last Minute Changes to Procedures

You probably know that when you are creating an appointment in the Appointment Book, you can click the Tx button in the **Appointment Information** dialog box to pull up a list of treatment-planned procedures that you can use for the appointment.

But did you know that after you have selected the treatment-planned procedure, you have the option to edit it? Simply click the **Edit** button within the Treatment Plan window.

This opens the **Edit or Delete Procedure** dialog box where you can make changes to the procedure as needed.

This can come in handy in a situation where, for example, you have treatment planned an MI amalgam but when you have the patient in the chair for the exam, it turns out that they are going to need an MID instead. You can use that **Edit** option to quickly update the appointment without having to go into the Chart or Treatment Planner, and it will be corrected before you post the appointment complete.



Save Time When Scanning Documents

Did you know that not only can you designate an empty folder on your computer to save scanned documents into automatically regardless of the type of device you used to scan the document, but that you can also set certain document information to be pre-filled? It's like putting your scanning on auto-pilot, and it just takes a few minutes to set up in the Dentrrix Document Center.

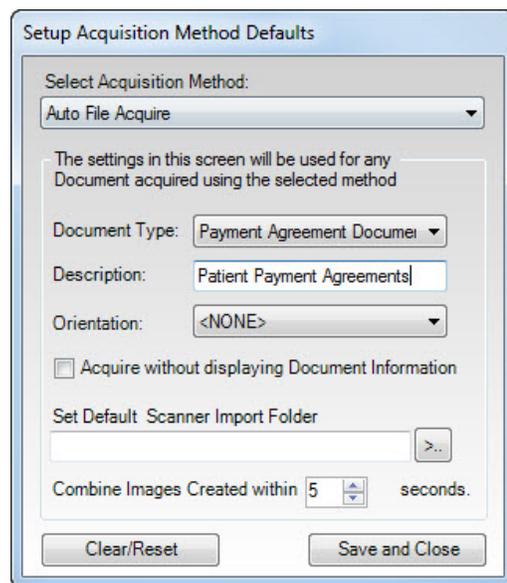
Note: If you haven't already set up Auto File Acquire, a message appears when you first open the Document Center. Click **Yes** to set up Auto File Acquire.

To set up (or make changes to) Auto File Acquire:

1. In the **Acquire** menu in the Document Center, click **Auto Directory File Acquire**.
2. In the **Setup Acquisition Method Defaults** dialog box, make sure the **Select Acquisition Method** option is set to **Auto File Acquire**.
3. The following settings will be used for any document(s) acquired using the Auto File Acquire method:
 - **Document Type**—Select the appropriate type from the drop-down list. If the majority of items you scan in your office are patient payment agreement forms, for example, set this option to **Payment Agreement Documents**. You can always edit the document type for individual documents later.
 - **Description**—Type a description of the document. This too can be edited after the fact as needed.
 - **Orientation**—Select an orientation from the list. This option really only applies to X-rays and other images of a patient's mouth.
 - **Acquire without displaying Document Information**—Check this box to prevent the **Document Information** dialog box from appearing. For example, if you have the **Document Type** set to **Payment Agreement Documents**, and you happen to be scanning a single EOB, you would want the **Document Information** dialog box to appear so you could change the document type and description for document as it's entered in Dentrrix. But if you are scanning a stack of **Payment Agreement Documents**, it may make

sense to check the box, so the **Document Information** dialog box doesn't appear repeatedly.

4. Under **Set Default Scanner Import Folder**, click the search button.
5. Do one of the following:
 - Select a folder on your computer where scanned documents will be stored, and click **OK**.
 - Click **Make New Folder** to create a new folder when documents will be stored, give the new folder a name, and click **OK**.
6. In the **Combine Images Created within [X] seconds** field, select the appropriate number of seconds. When scanning multiple images (such as X-rays) at once, Dentrrix will combine documents into a single image if they are scanned within the amount of time you set here. Enter a number between 1 and 30. To prevent unwanted combining of images, set your number to 1 second.
7. Click **Save and Close**.





Assessing Finance Charges or Late Charges

Did you know Dentrax allows you to charge additional fees to patients with whom you have made payment agreements or to whom you have extended credit? These fees are divided into two groups: finance charges and late charges.

A finance charge is a fee that represents the cost of credit, or the cost of borrowing, and is similar to the interest charge you might receive on a home or car loan. Finance charges are typically used for patients with payment agreements.

A late charge is a fee used for accounts that are late in making payments towards an existing balance.

As part of your month end procedures you can apply finance and late charges to all applicable accounts at once. You can also apply finance and late charges for individual patients manually.

To manually post finance or late charges:

1. With a patient selected in the Ledger, from the **Transaction** menu, click **Enter Finance Charge or Late Charge**.
2. Do the following:
 - Enter the **Date** and **Amount** of the charge, and select the patient's **Provider**.
 - Select whether this is a **Finance Charge** or **Late Charge**.
 - Type an explanation in the **Note** field. Click the spell check button to check the spelling of the note text.
3. Click **OK** to save any changes and apply the finance or late charge.

The finance or late charge will appear in patient's Ledger and on their next billing statement, and their account balance will include this new charge. For information on clearing finance charges or clearing late charges, see the Dentrax Help.

Track Family Financial Situations with the Guarantor Note

Guarantor notes are used to document information specific to the finances of a family account. These notes are shared for an entire family, and can be viewed from the Ledger, or by double-clicking the **Family Balance** block in the Family File.

To add a guarantor note to an account:

1. With a patient selected in the Ledger, click the **Guarantor Notes** button.
2. Click **Insert Dateline** to insert the date you are making the note.
3. In the **Account Note** field, enter the desired note.
4. Click **OK** to save the note and return to the Ledger.

Additional Information:

- If you are using passwords, you can restrict which users can create and edit guarantor notes.
- The color of the **Guarantor Notes** button changes depending on whether there are notes already entered on the account. The "G" on the button changes to blue when a note is entered for the account.



Archiving Patient Records

Dentrix allows you to delete patient and family records, which results in all information associated with the patient (including alerts, notes, prescriptions, etc.) being deleted. This information can only be recovered from a backup of your database. As a result, it is recommended that you only use the delete function when correcting a mistake. Patients who have left the practice or who have passed away should be archived rather than deleted so that you still have access to their electronic record if you need it.

Archiving patients simplifies your database and makes selecting patients faster and easier.

Keep in mind that you cannot archive:

- Patients with future due payment plans or outstanding insurance claims.
- Patients who are subscribers to an insurance plan for other family members.
- Guarantors, until you have archived all other family members.
- Guarantors that have a payment agreement or a balance.

To archive a patient:

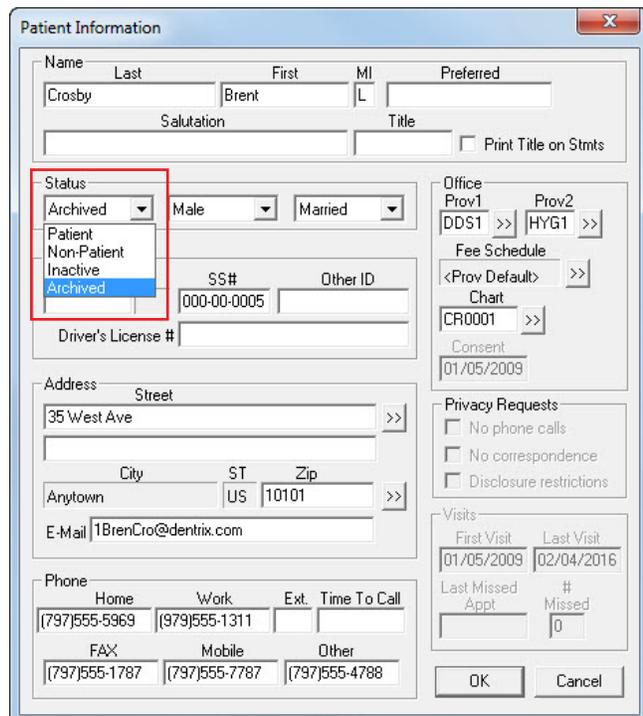
1. From the Family File, select the patient.
2. Double-click on the **Patient Information** block.
3. From the **Status** drop-down list, select **Archived**.
4. Click OK to save your changes. Several messages appear asking you to confirm that you want to archive the patient or to tell you that you need to complete additional steps before you can archive the patient.
5. Click **Yes** to confirm archiving the patient.

When you archive a patient, the following occurs:

- A note appears in the Office Journal for any future appointments that the archived patient had, with the date, time, provider, and reason the appointment was deleted from the Appointment Book. Past appointments still appear in the Appointment Book, with an {A} next to the patient's name.

- Dentrix deletes all continuing care, employer, insurance, and referral information and adds it to the Patient Note. You can view this information after you archive the patient.
- All address, procedures, insurance claims, payments, adjustments, medical alerts, prescriptions, patient questionnaires, and periodontal exams remain intact.
- Dentrix will not allow you to edit a patient's information as long as the patient is archived.
- Archived patients do not appear in the **Select Patient** dialog box unless you select the **Include Archived Patients** option.
- When archived patients appear on a report or in a module, <Archived> or <A> appears in front of their names.

For additional information, see the "Reactivating Archived Patients" or "Deleting Patient Records" topics in the Dentrix Help.



Patient Information

Name: Last: Crosby, First: Brent, MI: L, Preferred: []
 Salutation: [], Title: [], Print Title on Strmts:

Status: Archived (selected), Patient, Non-Patient, Inactive, Archived
 Sex: Male, Married:

SS#: 000-00-0005, Other ID: []
 Driver's License #: []

Office: Prov1: DDS1, Prov2: HYG1
 Fee Schedule: <Prov Default>, Chart: CR0001
 Consent: 01/05/2009

Privacy Requests:
 No phone calls
 No correspondence
 Disclosure restrictions

Visits:
 First Visit: 01/05/2009, Last Visit: 02/04/2016
 Last Missed Appt: [], # Missed: 0

Phone:
 Home: (797)555-5969, Work: (979)555-1311, Ext.: [], Time To Call: []
 FAX: (797)555-1787, Mobile: (797)555-7787, Other: (797)555-4788

Buttons: OK, Cancel

STEP UP & STAKE YOUR CLAIM



If you're a Dentrix Essentials customer, it's time to step up your game. Right now you can claim deep discounts when you upgrade your service bundle to Momentum or Optimum.

Both bundles include eClaims so you can submit and track insurance claims electronically, directly from Dentrix. Upgrade now to add:

- eClaims for as little as 40 cents each
- Unlimited digital claim attachments
- Integrated billing and collection tools
- Automated appointment reminders
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Call **1-800-734-5561, option 2** to determine the best bundle for your practice.

A young woman with dark hair, wearing a light blue top, is smiling warmly at an elderly man with a mustache who is sitting up in a hospital bed. The man is wearing a grey and white checkered shirt. To the right, the back of another elderly man's head and shoulder is visible, looking towards the woman and the man in bed. The background is a bright, slightly blurred hospital room with white railings. The text 'smiles FOR ever' is overlaid in a dark red, brush-stroke font. 'smiles' is in a large, cursive script, 'FOR' is in a smaller, blocky font with a horizontal line underneath, and 'ever' is in a cursive script similar to 'smiles'.

smiles
FOR
ever

Refugees

HENRY SCHEIN PRACTICE SOLUTIONS RECENTLY PARTNERED WITH LOCAL COMMUNITY SERVICES AND 26 DENTISTS TO OFFER FREE DENTAL CARE TO 81 REFUGEES.

Dentrix recently played an important role in meeting the dental needs of many refugees from around the world. In October last year, Henry Schein Practice Solutions partnered with Share a Smile and Catholic Community Services to host Smiles for Refugees, a program to provide free dental care at the company's Utah-based Center of Excellence. The program helped provide 81 refugees from 11 different countries with much needed dental services, which included 114 X-rays, 89 fillings, 37 extractions, seven root canals, five restorations, and 31 cleanings. The team of volunteers included 26 dentists, 49 dental assistants, 10 translators, 12 case managers, 3 Share a Smile Staff members, and 24 Team Schein Members (TSMs). One dentist, Dr. Errol Ormond, and his team traveled nearly 200 miles from Pocatello, Idaho to American Fork, Utah to volunteer their services for refugees. Transportation for the refugees to and from the Center of Excellence was provided by Share a Smile (shareasmile.net), Catholic Community Services of Utah (www.ccsutah.org), and the International Rescue Committee (help.rescue.org).

The Center of Excellence—equipped with high-quality digital dental equipment, Dentrix software, and technology from Henry Schein's valued supplier partners—opened in September 2014 to give Utah-based dental professionals an opportunity to deliver free, high-quality oral care to the community's underserved population. The Center of Excellence is housed in the same building as the Dentrix software team, many of whom volunteer at the Center of Excellence on a regular basis. This gives the Dentrix team—whose regular jobs range from product management to software development to customer support—an opportunity to work with the Dentrix software in a real dental office

environment. TSMs are able to experience for themselves what it's like for our customers to use the Dentrix software to schedule patient appointments, chart treatment, and so forth. In support of Smiles for Refugees, 24 TSM volunteers assisted with support activities such as coordinating patient and volunteer schedules, patient flow, charting, and instrument sterilization. TSMs also donated \$25 food store gift cards for each of the refugees, which the company matched, for a value of \$50 per refugee. Catholic Community Services also provided hygiene kits to refugees who visited the Center of Excellence.

Students from Utah Valley University's dental hygiene program—who regularly volunteer as dental assistants at the center—also volunteered during the Smiles for Refugees program. To date, UVU's dental hygiene program has completed over 800 hygienist training hours and over 300 instructor hours in the clinic since it opened.

"Smiles for Refugees was a powerful demonstration of the collaboration between the private and public sector, helping to fulfill the oral health care needs of refugees from nearly a dozen nations," said Kevin Bunker, President, North America Dental Business Solution. "Together with Share a Smile, Catholic Community Services, and all the oral health professionals who volunteered their time and services, Team Schein is proud to have enhanced access to care for this vulnerable population. The program exemplifies the company's commitment to 'helping health happen,' as demonstrated through our corporate social responsibility program, Henry Schein Cares."

After working in the clinic on a couple of different mornings, Dr. Nick Young stated, "I was impressed at how nice and how well-run the clinic was. Henry Schein spared no expense

smiles FOR refugees

creating a beautiful facility with state-of-the-art equipment and high quality materials. I've been involved with other dental charity endeavors both at home and out of the country, and this is the most impressive facility I've seen. I was just one of many volunteer dentists and dental staff members who participated in the event, and from what I hear, there was an overwhelming response from our local dentists in volunteering to help with the refugee event. I feel blessed to live in a community with so many skilled medical and dental professionals who do a lot of good things for people in need both at home and abroad."

During the Smiles for Refugees program, refugees from 11 countries—Afghanistan, Burundi, the Central African Republic, the Congo, Iran, Iraq, Myanmar, Nepal, North Korea, Somalia, and Syria—received care. These are some of their stories. (Those who shared their stories and photographs gave their consent to do so, but names have been changed.)

Sarah and Family

As former school teachers, Sarah and her husband were forced to leave their country of Syria because they were educated, which was unacceptable under the ISIS regime. They fled Syria with their three children and now live in Utah. They were among the first refugee families to be seen at the center in October. Their three boys, all under the age of 7, have been studying English since coming to the United States. Their oldest son very proudly wrote his name in English when the clinic requested his information for their records. The boys were a little nervous as they took their turns in the dental chair with Dr. Young, so volunteers inflated glove balloons for each of the boys to play with, which helped them feel much more comfortable. Over the course of their visit, they came to see the center as a place that was safe, friendly, and even fun. Both parents needed a fair amount of dental work, including upper and lower partials for Sarah.

Dr. Young later said of the experience, "As we got to know our patients, it became clear to me that they had all lived through some daunting trials and harrowing situations not caused by any fault of their own. All of them had fled their homes to escape the

horrors of war. Most were not able to leave their once-comfortable circumstances under ideal conditions; in most cases, they were forced to grab what they could carry easily and escape in a moment's notice. Some of the lucky ones were even able to keep some of their family members with them."



Dr. Nick Young and Sarah.

Ray and Amanda

Ray was an elderly man from the Congo who had never seen a dentist until he arrived at the Center of Excellence. Due to a lack of dental care throughout his life, Ray required extensive dental work, including extractions. He does not speak English and arrived without his Swahili translator, so the dental team had to get creative. They relied on the Google Translate online translation tool, which worked well to facilitate communication between Ray and Dr. Young. As the team used Google Translate to communicate with Ray, they learned that Ray loves to dance and enjoys any music by Rihanna. They also discovered that rafiki, a name familiar to the dental staff from Disney's "The Lion King" movie, means "friend" in Swahili. Ray expressed his gratitude to the many friends he made at the Center of Excellence.

Ray returned later in the week and met with Dr. Brett Richins to receive a crown and other ongoing care. On his return trip, Ray and his wife, Amanda, shared more details with Dr. Richins and Dr. Young about their lives before coming to Utah. They lived in a small farming village in the Congo that was completely destroyed by war.



Dr. Brett Richins treats Ray.

Dr. Young recounts part of Ray's story as follows: "As armed men approached his village one day, he and his neighbors ran from house to house telling their neighbors and family members to flee to the hills as fast as they could run. Not everyone made it

out of the village to safety, but those who did ended up in various refugee camps." As the family made its way to different refugee camps, they became separated from each other for a time. They are still waiting to be reunited with some members of their family left behind in the Congo when they fled.

Dr. Young explained, "Escaping danger was the first challenge these people faced, but getting to the United States was also a tricky endeavor. Most travelled from refugee camp to refugee camp and went through an application process that took two years or more to complete. Food, clothing, shelter, safety, clean water, health care, warmth, and all of the basic necessities that I mostly take for granted were a big deal for many of these people as they sought asylum and safety. When they finally were accepted and given refugee status by the United States, they were brought to our country and distributed among the many different states who accept and take care of refugees. Although their basic necessities have been met as refugees, these people sincerely want to move on in their lives. They want to become productive members of a community again, and they want to have their loved ones with them. Attempts to find family members are still often met with frustration and failure. Nearly all of the refugees I met were still searching for loved ones."

Christina and Family

Christina and her children had only been in the United States two months when they came to the Center for Excellence for dental work. Before coming to Utah, Christina's family lived in a refugee camp in Kenya after fleeing neighboring war-torn Somalia. Christina had never seen anything like the large, plate glass doors leading into the building and more than once tried to walk through the glass. She had only seen a dentist once before in her life, when she underwent an emergency extraction. As a result, Christina was very nervous about letting the dentist even look at her teeth. When the exam started, she grabbed the hand of a volunteer and wouldn't let go for about 45 minutes. She was very concerned about having an X-ray taken, but the team was able to get a pano X-ray using the center's I-CAT machine.

Christina's daughter, who is mentally disabled and barely verbal, had never seen a dentist. She panicked when her mother and Dr. Brett Richins tried to get her in the chair for an exam, but her mother held and comforted her in the exam chair until she relaxed and stopped crying. After about 10 minutes, she opened her mouth and allowed Dr. Richins to proceed with an exam.

Christina's nephew and foster son is also mentally disabled and had also never seen a dentist. He was a little braver than his sister and enjoyed spending time learning how to use his new toothbrush. They had never been shown how to brush their teeth before.

As the family prepared to leave, Christina tried to give her bracelet away to a volunteer as a thank-you gift. It was a tender moment for those involved. In the end, the volunteer chose not to accept the bracelet and wanted Christina to keep it—it was a special, one-of-a-kind piece of jewelry that Christina had hand made.

Danny

A refugee patient from North Korea named Danny shared a harrowing personal story while he met with Dr. Benjamin Hulse and his team. To leave North Korea, Danny needed to work with an undercover agency that helped refugees escape by way of a network of secret routes and safe houses through China. Danny talked about his constant fear throughout his planning and escape because the North Korean government establishes false agencies to entice and then capture would-be defectors. North Korea often considers defection as tantamount to treason, and defectors who are caught are given harsh sentences of hard labor or death. Once in China, Danny's worries weren't over. Chinese authorities often arrest and repatriate many North Koreans fleeing through China, ignoring the obvious potential consequences. Sadly, Danny said his wife and children were left behind in North Korea. He's working with the same undercover agency that helped him flee to learn if his family is still alive and if it's possible for them to escape North Korea.

Amie

Amie was one of several refugees who came to the United States from Myanmar (Burma) by way of a labor camp in Thailand. With the help of various non-profit rescue agencies, she was able to be released from the refugee camp and travel to the United States.

Amie and other Burmese refugees came to the Center for Excellence with their Burmese-speaking interpreter, who was able to help them share their stories with the dental staff. Amie had never seen a dentist before she met Dr. Ryan Edmunds at the center that day. Dr. Edmunds cleaned her teeth, and she received two fillings.



Amie from Burma.

Howard and Sharon

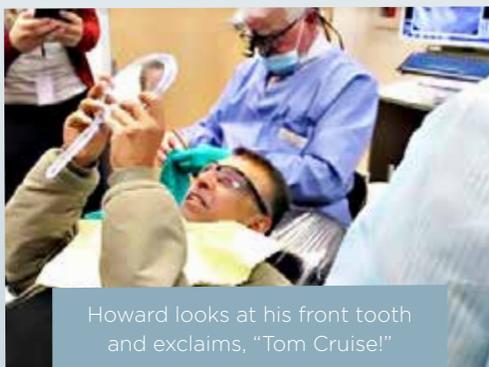
A year ago Howard and Sharon fled Iraq with their children. Because Howard had helped American troops during the Iraq war, Howard had been threatened with his life and knew he and his family had to leave their country for safety. Howard's wife Sharon already spoke several languages fluently, including Arabic and French. As they began

a new life together in the United States, Sharon began learning English also. As she studied, she helped Howard with his English.

Sharon and Howard both had extensive dental work done in the clinic. Sharon required a build-up and crown. Howard's work included a restoration on a front tooth that was broken off. With Howard's tooth repaired, he kept looking in the mirror and exclaiming to his wife and the volunteer staff, "Tom Cruise, Tom Cruise!" The volunteers were puzzled at first but quickly realized that Howard was so pleased with the results that he thought he now looked like the famous actor. Howard was thrilled to share his new smile with his wife.



Dr. Nick Young with Sharon.



Howard looks at his front tooth and exclaims, "Tom Cruise!"

As this cute couple left the clinic, they again expressed how grateful they were to have their teeth repaired and to be free from pain. During the drive home, Howard expressed over and over to his driver, "Thank you, America! Thank you, America!"

George, Nina, and Family

A family of seven was seen at the clinic during Smiles for Refugees including parents George and Nina and their five children, ages 18, 14, 12, 9, and 4. The children enjoyed everything about the clinic and were fascinated with anything to do with photography. The oldest two daughters spoke English well and talked about studying it in school. George, who spoke only broken English, works in a custodial position at a local hotel. Although a Share a Smile employee wrote a letter for George excusing his work absence, George was concerned that his time away would reflect negatively on his employment. He expressed how important his work was to him and that he wanted to be a dedicated employee.

The volunteer staff that day thought the youngest daughter was adorable. She'd never seen a dentist before meeting with Dr. Christian Lassen, but she was fearless. The team was able to take X-rays, perform an exam, and do a filling for her. Her older brother received several fillings and a temporary crown. He was very nervous, but seeing his little sister sit so calmly in the chair beforehand made it easier for him to cooperate for his care. The clinic also completed treatment plans on the three older sisters.

When George was presented with a \$50 grocery gift card for his family, he considered the amount to be extreme and wondered if there was some mistake. When he was told there was no mistake, he said the money was an amazing gift for his family that was so greatly needed and appreciated.

Eva

Eva, another refugee from Syria, also arrived at the clinic without a translator, so the team used Google Translate to communicate with Eva in Arabic. Eva had some of the worst decay the clinic had ever seen. When she was asked which teeth hurt the most, she pointed out eight different spots without hesitation.

She was very scared to have the needed extractions performed and only consented after Dr. Chat Burt assured her that she would receive a denture and partial in a few weeks after healing. Convincing Eva to agree to the extractions was a minor miracle without having an actual translator to help with communication. After the extractions were finished, Eva was delighted that all the pain in her mouth was finally gone!



Dr. Chat Burt and assistant with Eva from Syria.



Share a Smile Team:
Josh, Heather, and Katherine.

Share a Smile is a Utah-based dental nonprofit that provides free dental care to the poor and needy in the local community and abroad. The organization operates through the generous volunteer hours of local dental professionals, dental hygiene students, and other volunteers. They also travel abroad to provide free dental and medical care and up-to-date training to dentists and doctors in other countries.

Heather Hogue, Share a Smile's executive director, says, "The Center of Excellence has been an amazing resource to help us meet the dental needs in our community, including individuals who have recently been displaced from their homes. If you would like to help us provide compassionate care to the homeless, refugees, veterans, domestic violence victims, individuals trying to reenter the workforce, and others, please contact us at heather@shareasmile.net."

Smiles for Refugees Volunteer Dentists

Dr. Mark Barry	Dr. Maurice Jenkins
Dr. Michael Bennett	Dr. Jon Jenson
Dr. Robert Blackhurst	Dr. Craig Jolley
Dr. Steven Blackhurst	Dr. Christian Lassen
Dr. Chat Burt	Dr. Andre Malan
Dr. Denny Cho	Dr. Mike Merkley
Dr. Albert Clark	Dr. Errol Ormond
Dr. Kyle Clark	Dr. Bruce Richards
Dr. Ryan Edmunds	Dr. Brett Richins
Dr. Andrew Ericksen	Dr. Craig Smith
Dr. Chad Goeckeritz	Dr. Richard Smith
Dr. M. Brandon Green	Dr. Gary Wiest
Dr. Benjamin Hulse	Dr. Nick Young



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This excerpt from the Treatment Planning & Case Presentation workshop will teach you how to customize the information you include in treatment case presentation summaries. It will empower you to answer patient questions about their treatment, insurance, and costs, and will help you present treatment options more efficiently and effectively.



GIVE PATIENTS THE INFO THEY NEED TO SAY YES

The success of your dental practice depends on the effectiveness of your case presentations. The better you are at presenting treatment options to patients and encouraging them to accept that treatment, the more work you bring into the practice and the better you can help patients maintain their oral health.

One of the best tools you have to help you with these case presentations is the Treatment Case Report in the Treatment Planner. You can use the Treatment Case Report to create a professional printout that summarizes a patient's treatment plan options that they can take home with them. Patients are more likely to accept treatment if they know and understand their treatment options and the procedures and price estimates involved.

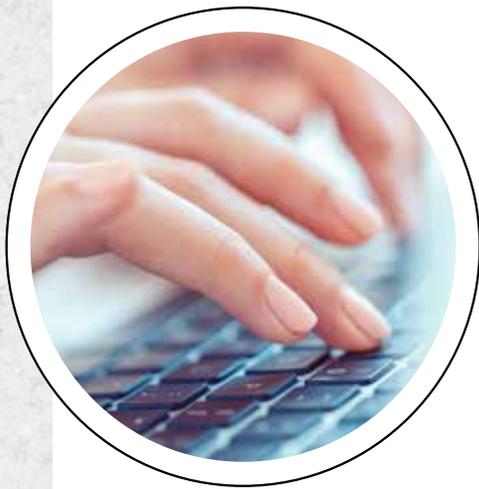
It's important to customize the Treatment Case Report so that patients can use it to make informed treatment decisions. Patients often have questions about their insurance benefits (including deductibles, maximums, and coverage estimates). When they have a lot of treatment, they often want to know how much it would be to fix just the immediate problems instead of getting the total to fix everything. And they want to understand the cost of each procedure and whether they are getting the best price. You can customize the Treatment Case Report to demonstrate all of this information to patients during your case presentations.



THE PROBLEM: The case printouts you present to patients don't include answers to the common questions patients are asking. When you explain treatment options to your patients, you end up writing extra information on the case printouts. You want to appear more professional and organized to your patients when you present treatment options to them, and you want to give them all the information they need to make an informed decision about their treatment.



THE SOLUTION: Customize the Treatment Case Summary report to include the information you need so that you don't have to handwrite extra information on the report. Use the filters in the Treatment Case Report to include information that will answer the most common patient questions. Adjust the settings for the deductibles/dental maximums displayed on the report, sub-total estimates by visit, and compare two fee schedules on the report.



FOLLOW

A L O N G

OPEN YOUR DENTRIX SYSTEM AND USE THE FOLLOWING STEPS TO CUSTOMIZE THE INFORMATION THAT IS INCLUDED IN THE TREATMENT CASE REPORT IN ORDER TO MEET THE NEEDS OF THE PATIENT AND ENCOURAGE CASE ACCEPTANCE.

STEP / 1

INCLUDE OR EXCLUDE DENTAL PLAN MAXIMUMS AND DEDUCTIBLES

One of the common ways you will customize the Treatment Case Report to present treatment to patients is by including and excluding dental plan maximums or deductibles. If it is near the end of the year or if patients have already used their benefits, they may want to see what it would cost to have the treatment done now with this year's maximums factored in and what it would cost next year when their benefits renew.

The best way to do this is to create two versions of the Treatment Case Summary; one that factors in deductibles and maximums and one that doesn't so you can show them what their benefits would cover this year and next year after the plan renews.

To use dental plan maximums and deductible totals in the case summary, in the Treatment Planner, select the treatment plan case you want to print, click the **Print** button, and then select **Print Treatment Case**. In the Insurance group box, check the **Use Dental Plan Maximums and Deductibles** option to factor those totals into the insurance estimates on the case summary printout (Figure 1). Set the other report options as desired and click **OK**.

Print a second version of the case summary with this option unchecked. Then you can use the two summaries to compare what the treatment would cost this year with the deductible and/or maximums having been met and what it would cost next year with the deductible and maximums not having been met yet so that patients can decide which option will work better for them.

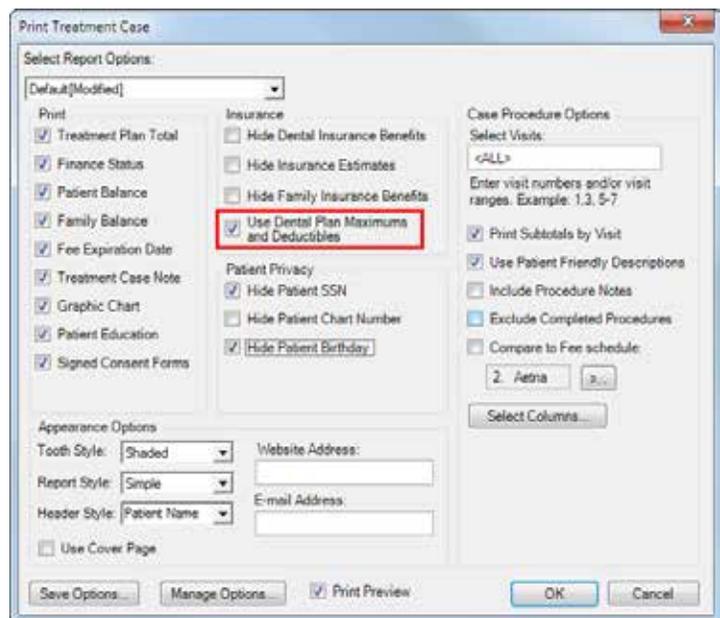


Figure 1 Create a version of the case summary that factors in plan maximums and deductibles to show what the case would cost this year and one that doesn't factor those in to show what it would cost after benefits renew.

STEP / 2

SUB-TOTAL CASE ESTIMATES BY VISIT

For patients with extensive treatment plans, seeing the full total for the entire plan can be overwhelming. If patients are going to have treatment completed in stages you can show subtotals by visits and then let them focus on the estimate for each visit individually to make the estimates less overwhelming.

You can also exclude specific visits from the case summary. That way if the patient has some treatment that is cosmetic or optional you can assign that work to a specific visit number and exclude that visit number from the summary so the patient doesn't even focus on it for now.

To sub-total case estimates by visit, in the Treatment Planner, select the treatment plan case you want to print, click the **Print** button,

and then select **Print Treatment Case**. In the **Case Procedure Options** group box, enter the numbers of the visits you want to include on the printout (Figure 2). If you want to include all the visits, clear out any numbers in that field and Dentrix will include all visits. Check the **Print Subtotals by Visit** option to print a subtotal of the price estimates for each visit. Set the other report options as desired and click **OK**.

Note: You can include a range of visits by typing a range of numbers with a hyphen in between them (e.g. 1-4). Or, you can print specific visits by separating them with a comma (e.g. 1, 3, 5). You can also do a combination of the two (e.g. 1-3, 5).

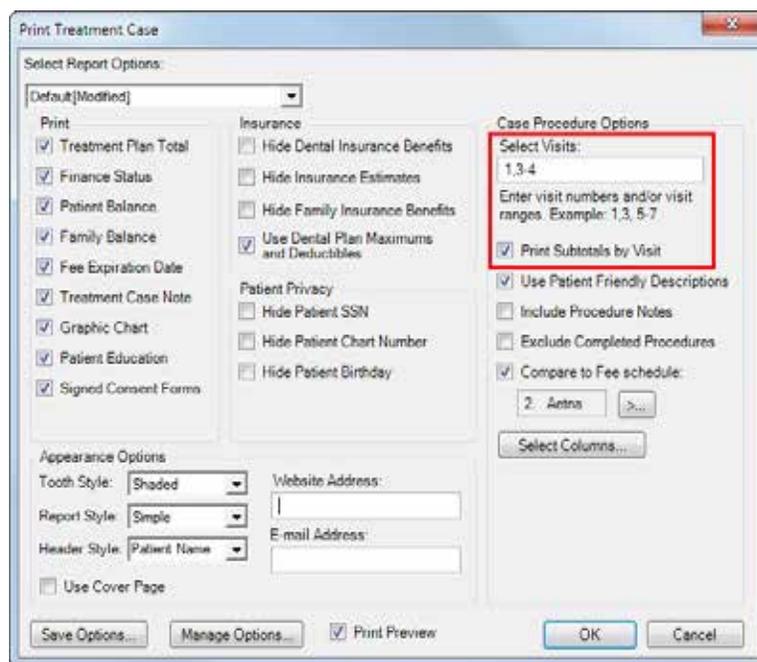
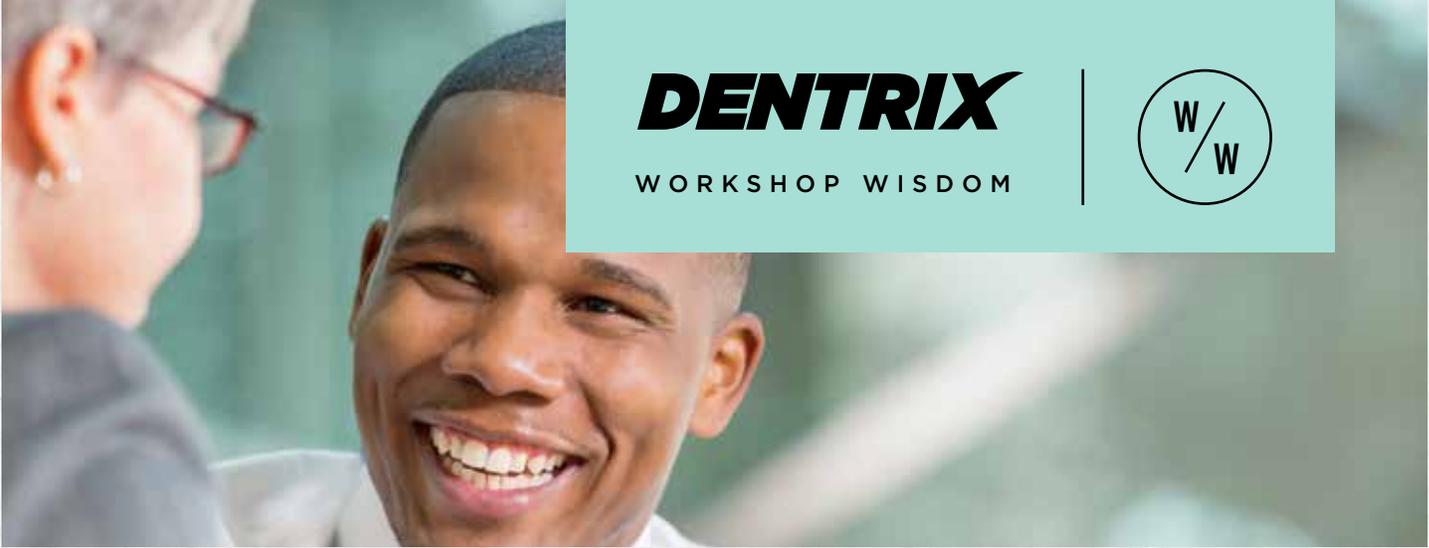


Figure 2 For extensive treatment cases, sub-total the case by visits to break down the treatment estimates into smaller, more manageable chunks that are easier for the patient to digest.



STEP / 3

COMPARE TWO FEE SCHEDULES ON THE CASE PRINTOUTS

Price is often the biggest barrier to treatment case acceptance. Oftentimes, patients don't realize that when they have insurance they are already receiving a discount on their treatment. When you present treatment to patients, one thing you can do to help them understand that concept is to compare your office fee schedule to their insurance fee schedule. Doing so will demonstrate how much it costs your office to perform the treatment (your office fee) and how much of a discount they are receiving from their insurance plan (the plan-negotiated fee).

Comparing two fee schedules also works to demonstrate to patients the value of participating in an in-office discount plan. You can show them how much it costs your office to perform the treatment (your office fee) and the discount they would receive by participating in your office plan (the discount plan fee schedule).

To compare two fee schedules on the case summary, select the treatment plan case you want to print, click the **Print** button, and then select **Print Treatment Case**. Check the **Compare to Fee** schedule option to add a secondary fee to the case printout (Figure 3). Click the search button to select the second fee you want to print on the printout and click **OK**. Set the other report options as desired and click **OK**.

Note: The default fee included on the printout is the fee used to determine the patient's insurance estimate, which is based on the fee schedule used for that patient in the Family File.

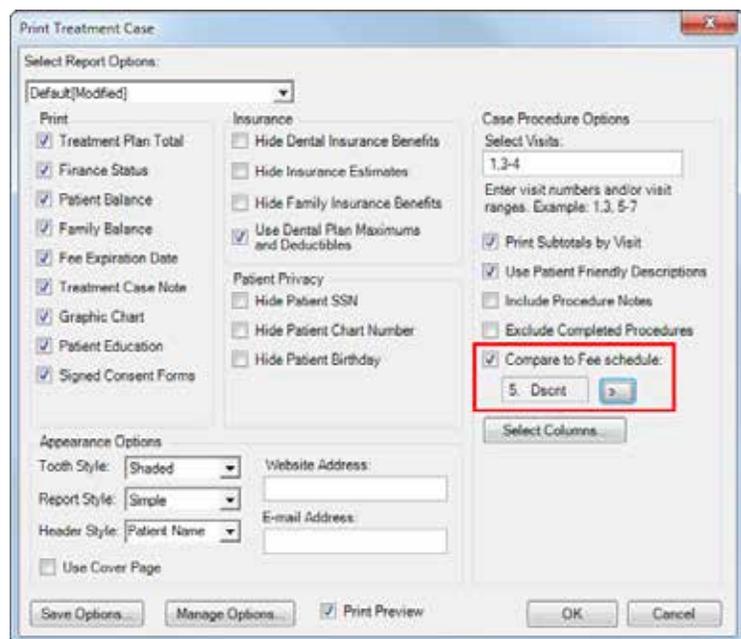


Figure 3 Compare fee schedules on the case summary to show patients the discounts they are already receiving through their insurance plan or to show them what they could save through your discount plan.



DENTRIX

WORKSHOP WISDOM



NEXT STEPS

USE THE FOLLOWING CHECKLIST TO
HELP YOU IMPLEMENT IDEAS FROM
THIS ARTICLE IN YOUR PRACTICE

-  Talk with the treatment coordinators and team members who present treatment cases to patients and determine what the most common barriers to case acceptance are in your office and what problems you could solve by customizing the case summary printouts.
-  During your next team meeting determine the default report settings you want to use on the Treatment Case Summary. Set up the defaults for that treatment report on all the computers where you present treatment to patients.
-  If patients come to your office midway through the year and have already met their deductibles or used insurance benefits, update that information in the Family File so that when you present treatment cases you have current information about patient insurance benefits.
-  When you make extensive treatment cases for patients, assign visits to the procedures within the case so that you can break the treatment up into manageable pieces for the patients.
-  If you do not have fee schedules set up for your major insurance carriers or your office discount plan, set up and update those fees as appropriate. If your office fee schedule is out of date, update it.

Dentrix workshops offer you a chance to practice using Dentrix in a hands-on, trainer-led class. Workshops offer examples of best practices for using Dentrix in your office, ideas for incorporating lesser-used features into your workflow, and advice about how to customize Dentrix to suit your preferences.

LEARN MORE



For more tips like the ones in this article and to get in-depth training on treatment planning and case presentation in Dentrix, attend the Treatment Planning and Case Presentation workshop. Visit www.Dentrix.com/Workshops for more information about this and other training workshops, including the full course list, course descriptions, and schedule.



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Mining For Gold: Three Reports for Searching Out Unscheduled Treatment



Discover three Dentrix Reports you can use to mine for gold—unscheduled patient treatment hiding in your Dentrix database.

When I worked in a dental practice, we still had paper charts until 2009 when I helped my practice transition to a paperless environment. We had a ton of treatment sitting in those paper charts that we had to search for manually in order to find patients who were unscheduled. It was an extremely time-consuming process that we had to do to keep our doctor's schedule full.

When you are working in a chartless environment and all your treatment plans are in the computer, you still must follow up with patients who are not scheduled, but the process is much more streamlined. What I love about computer data is that it is all trackable, and you can filter it into a report. I call it "mining for gold."

In Dentrix, there are three different reports you can use to track unscheduled treatment to follow up with those patients. I do have a favorite, but you can decide which one works best in your practice.

Unscheduled Treatment Plan Report

The Unscheduled Treatment Plan Report has been in Dentrix for years, and it is what I used back in the olden days. This report gives you information on unscheduled treatment, but you have to print it in order to work it, and it can be very lengthy. Also, you have to remember that every time you print a report, the information becomes quickly outdated, so your printed report is soon obsolete.

To run this report, in the Office Manager, from the Reports menu, point to Lists, and then click Unscheduled Treatment Plans. In the Unscheduled Treatment Plans dialog box (Figure 1), select the report options you want, and then click OK. The report

appears in your batch processor and shows patients with unscheduled treatment plans, sorted by last name.

Practice Treatment Case Report

The Practice Treatment Case Report is also a printed report, but you can filter it by very specific data criteria that you cannot find in other reports. What I like about this report is that you can search for treatment that has been accepted, rejected, or proposed (if you are marking your cases with these statuses). This is good information for your doctor to see. In this report, you can also search by the case severity (if you are using the stop light icons to designate severity).

To run this report, from the Treatment Planner, click the Print button as if you were printing a treatment plan estimate, and then click Practice Treatment Case Report. In the Practice Treatment Case Report dialog box (Figure 2),

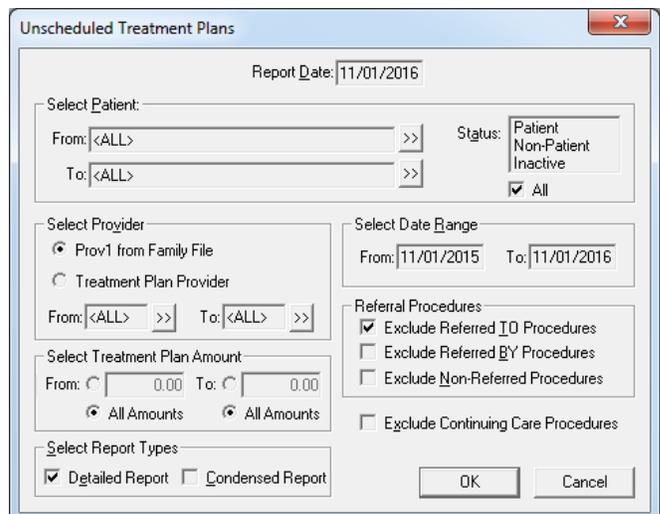


Figure 1 The Unscheduled Treatment Plans dialog box.

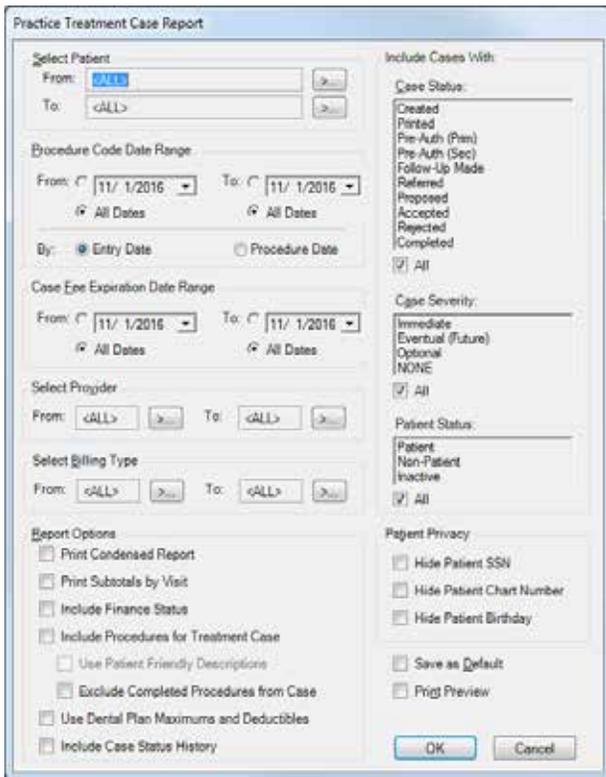


Figure 2 The Practice Treatment Case Report dialog box.

select the report options you want. If you select **Print Preview** in the bottom right corner, you'll be able to preview the report before you print it. When finished, click **OK**.

Treatment Manager Report

This is by far my favorite report in Dentrix. It offers you a way to search for patients with unscheduled treatment and create your own interactive spreadsheet where you can sort the data by columns to organize the report information any way you want. You also do not have to print this report because everything you need to follow up with the patient remains at your fingertips in the Treatment Manager.

To run this report, in the Appointment Book, from the **Options** menu, click **Treatment Manager**. In the **Treatment Manager View** dialog box (Figure 3), select the report options you want. When finished, click **OK**. The treatment plan information you specified appears in the Dentrix Treatment Manager (Figure 4).

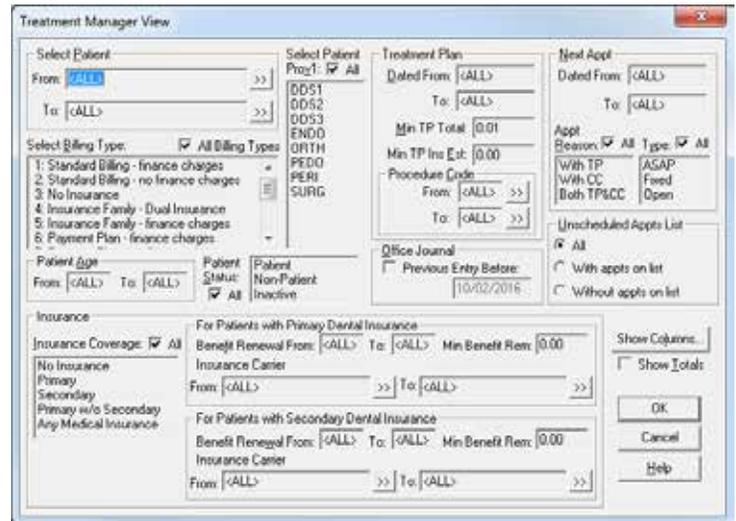


Figure 3 The Treatment Manager View dialog box.

"Mining for gold" is my motto when it comes to looking for patients with unscheduled treatment. You need to be proactive when it comes to following up with patients. You cannot expect them to pick up the phone and call you. Keeping your schedule full is something that requires a little bit of work from you, but these report options make it much easier. **DM**

LEARN MORE

To learn more about the Dentrix Treatment Manager, see the "Treatment Manager overview" topic in the Dentrix Help.

Dayna Johnson, founder and principal consultant of Rae Dental Management, helps dental offices improve patient care, increase collections, and reduce staff headaches by implementing efficient management systems. With over 20 years of experience in the business and technical side of dental offices, Dayna's passion for efficient systems is grounded in both personal understanding and professional expertise. Dayna can be reached at dayna@raedentalmanagement.com or visit her website at www.raedentalmanagement.com.

DAYNA JOHNSON
Certified Dentrix Trainer



* Patient	Last TP	TP Total	Ins Est	Pat Est	#	Pri Rem	Sec Rem	Prv OJ	Prv Type
* Brown, Mary	08/02/2015	1095.00	547.50	547.50	2	2000.00	N/A	11/16/2015	Letter
* Crosby, Brent L	06/18/2015	4655.00	660.00	3995.00	13	660.00	N/A	07/08/2015	Letter
* Little, Carol	08/02/2015	995.00	995.00	0.00	1	2000.00	2000.00	11/16/2015	Letter
* Little, Dean	08/02/2015	995.00	995.00	0.00	1	2000.00	2000.00	11/16/2015	Letter
* Schow, Lawrence P	12/11/2015	1762.00	1762.00	0.00	8	3000.00	1500.00	11/16/2015	Letter

Insurance estimates do not include dental plan maximums and deductibles

Figure 4 The Dentrix Treatment Manager.

Fraud Prevention Starts at the Top



Avoid an environment where fraud is tolerated by following these suggestions.

It seems as though fraud is everywhere today—you hear about mail fraud schemes, phone scams, and Internet hoaxes that bilk thousands if not millions of dollars from innocent victims all over the world. Chances are good that you know someone who's lost some of their hard-earned money to one of these schemes.

Sadly, fraudulent activity happens just as often in dental offices across America. It happened in my office, and I'm the one who discovered it. It was so traumatic for all of us that it became my personal mission to find a way to keep fraud from happening in as many dental offices as I can.

Although there is no foolproof method to completely prevent embezzlement or misuse of funds, there are steps that can be taken to deter fraudulent activity. First and foremost, if your gut tells you that something doesn't feel right, listen to your gut. Think of fraud as tooth decay. Time will not heal it and it will only get worse.

Second, if you as the owner want to counteract fraud, you need to start from the top. Create a standard of conduct for the practice team, and then be the example of that standard. This standard should include everything from insurance to scheduling, to presenting treatment, and of course, how to handle all money. If the doctor takes money out of petty cash for personal use, this sets the example as acceptable behavior. If the doctor allows a buildup to

be charged as a filling because this helps the patient get paid through insurance, the doctor is setting the standard of conduct.

If an employee perceives that working the system or skirting the rules is acceptable, then the employer is allowing the fraudulent activity. Cheating is cheating and should never be tolerated. Cheating in any way is not acceptable and anyone caught doing anything against the standards should suffer automatic consequences.

Finally, know who you're hiring by checking references. We often see this process delegated to a team member in the office. But our rule of thumb is whoever signs the checks calls all references and speaks to the person who signed the checks at the previous office. We think it's important to make it a habit of talking employer to employer.

There are a few behavioral habits that are well documented as good practices for fraud prevention, and I believe these should be followed as well:

1. Everyone in the office with any control over finances must take mandatory vacation time out of the office so that other staff are required to get their eyes and hands into that controller's business.
2. Whoever balances the daily deposit should not be the person to take the deposit to the bank.
3. The office should make it a priority to reconcile bank and credit card statements monthly.
4. Periodically hire an outside accountant or examiner to drop in with little or no notice to inspect the books.

AUDIT TRAIL REPORT

Date: 12/16/2016

Page: 1

DATE: 10/08/2016	TIME: 10:11:46	USER: DDS1	TYPE: Password/Login
-<UNSUCCESSFUL INITIAL SYSTEM LOGIN PERFORMED USING USER ID: DDS1>-			
Security Option: Office Manager, Open			
DATE: 10/08/2016	TIME: 10:11:47	USER: REC1	TYPE: Appointment
Quackenbush, Amber L	10/08/2016	2:30p ENDO	OP-4 Fixed
Quackenbush, Amber L	10/08/2016	1:00p ENDO	OP-4 Fixed
DATE: 10/08/2016	TIME: 10:16:24	USER: REC1	TYPE: Password/Login
Forester, Guy R			Cash Payment - Thank You 300.00 [SPLIT]
DATE: 10/08/2016	TIME: 10:17:44	USER: REC2	TYPE: Appointment
Ramos, Silka	10/21/2016	9:30a DDS2	OP-1 100min FIXED W/Call
Ramos, Silka	10/20/2016	3:00p DDS2	OP-1 100min FIXED

Figure 1 Audit Trail reports are intended for practice owners and are sequentially numbered.

5. Familiarize yourself with the Dentrix Audit Trail report (Figure 1) and what insights it can provide to finance-related activities in your practice.

Unfortunately, fraud is as prevalent in dental offices as it is in the rest of the world. By taking preventive actions and perhaps even enlisting some outside eyes, your office can move closer to making sure that your money is going into the bank and not into someone else's pocket. **DM**

including office management, insurance billing, and collections. As cofounder of Global Team Solutions (GTS), Janice enjoys consulting because it allows her to share her techniques with the doctors, hygienists, and office staff who are on the front line every day. She is a member of the Academy of Dental Management Consultants (ADMC), and is a Certified Fraud Examiner (CFE), which positions her as an expert in dental practice fraud and embezzlement. She can be reached at Janice@GTSgurus.com.

Since her introduction into the dental field as a teen, Janice Janssen, RDH, has worked as a hygienist and in other roles,

JANICE JANSSEN
RDH, CFE



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HENRY SCHEIN®

Using the Wrong Tech Can Put Your Dental Practice at Risk

Take a quick mental inventory of your hardware and data security.

As a dentist, you need to stay focused on keeping your patients healthy. You don't have time to also be an expert on the IT infrastructure that enables your practice to run smoothly. What you do need is a competent partner to take the IT pain out of being a dentist, freeing you up to do what you do best.

Using the right tech is important when it comes to protecting patient records. If you don't use up-to-date versions of hardware and software, you potentially risk losing valuable data or exposing your patients' protected health information (PHI), which could result in financial damage from large fines and lost revenue. And just because something is current doesn't mean it's right, or the best fit. Many dental practices use wrong or incomplete technology, such as:

- Consumer-grade PCs with short warranties
- Workstation servers inadequate for business use
- Basic routers without acceptable security
- Multiple daisy-chained network switches
- A single Wi-Fi channel for patients and business
- Free software, commonly called freeware

Any of these can be a potential threat. Freeware can be particularly risky, since it may have viruses or may secretly collect and transmit local information from the machine it's installed on, which—for a dental practice—could be a violation of PHI standards.

It's Time for a Tech Inventory

If you are concerned about your hardware and data security, take a minute for a quick mental inventory of your practice. Do you know how to identify a potential liability or weakness in your system? How do you know when it's time to upgrade? Here are three things dental business owners should consider:

1. **Hardware Failure Risks**—Any appliance with a lot of parts will need maintenance. Workstation and server hard drives have many components, making them some of the most likely points of failure. When you use outdated hardware, you run the risk of losing all your practice data, including patient and financial records.
2. **Software Security Risks**—Data breaches may expose patient records and threaten your practice's reputation. It's critical to stay on top of security updates, since the

longer your operating system has been on the market, the more time hackers have had to figure out how to exploit vulnerabilities.

Additionally, there comes a point when a vendor will discontinue support. When that happens, your valuable data may be vulnerable to security breaches. If you're using unsupported software, you need to upgrade to continue to protect yourself, your practice, and your PHI. It's too risky to put off.

3. **A Trusted IT Partner**—Although you may be tech savvy, your true expertise is in the wonderful dental services that you offer. You need a partner to provide the expert support for the business hardware and software your practice depends on. The TechCentral team has been working with dental and healthcare networks of all sizes for more than 20 years.

The technology professionals at Henry Schein TechCentral can help identify your business's weak areas, so you can get the equipment that fits the current and future needs of your practice. TechCentral is offering a free network assessment to help you understand your unique needs, with a thorough evaluation of networks, servers, routers, and switches; backup and recovery systems; security threat protection; clinical business computers and wireless/Wi-Fi security.

Don't put your precious PHI at risk by using the wrong tech. Don't depend on the local IT guy who knows nothing about the dental space when you can depend upon a trusted IT organization with proven solutions designed specifically for the dental industry. Schedule your free TechCentral network assessment by calling (844) 588-6578 or by visiting www.HSTechCentral.com/FreeAssessment. **DM**

Donovan is a technology enthusiast that has worked in the IT industry for over 15 years, 9 of which have been with Henry Schein TechCentral. He has an unquenchable thirst for knowledge in all things related to technology, from quantum computing to circuit engineering and flying FPV drones. Donovan has been an integral part in managing valuable relationships with various large software and hardware companies to vet out the most ideal IT solutions for the unique needs of the dental market.

DONOVAN GREGG

Hardware Product Manager
Henry Schein TechCentral



JOHNSON, SARAH
Sarah Johnson
PATIENT
002432



FAMILY



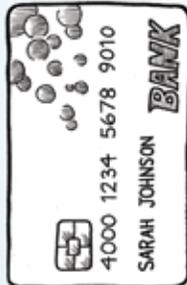
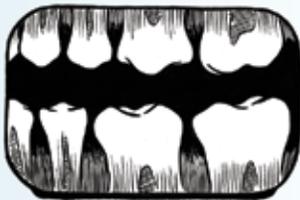
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3M True Definition Scanner and Dentrrix: New Trusted Connection Seamlessly Advances the Digital Patient Record

JOSIE BUNNING

U.S. Procedure Marketer, 3M Oral Care

3M and Dentrrix are beefing up the digital patient record with digital impression data.

Similar to the Dentrrix Connected approach to partnerships, 3M Oral Care collaborates with leading dental companies to offer 3M True Definition Scanner customers seamless integration to a broad range of software, CAD/CAM, digital implant, and orthodontic appliance workflows. The Trusted Connection process includes comprehensive technical and clinical validation, ensuring performance and quality that meets your high standards. These connections provide the benefits of an integrated system without the drawbacks of a proprietary format.

So what's the latest and greatest Trusted Connection from 3M? Why, Dentrrix, of course! Users of the True Definition Scanner now have the ability to place a record of their intraoral scans into the patient's chart in the Dentrrix practice management system. Working closely with Henry Schein, 3M has certified its True Definition Scanner as Dentrrix Connected.

The Skinny on the Scanner

The 3M True Definition Scanner—available in mobile or cart editions—offers unparalleled accuracy, ease of use, and affordability for making fast, precise digital dental impressions. Proven to be more accurate and more consistently accurate than other leading intraoral scanners¹, our 3D-in-motion video technology generates a true replica of your patient's oral anatomy—giving you more visibility right from the start. Plus, our innovative design ensures fast, comfortable intraoral scanning for greater patient satisfaction.

The new 3M Mobile True Definition Scanner is the world's first intraoral scanner that operates solely on a tablet. The compact size not only fits your hand, but with an MSRP of

\$16,995 it fits your budget also, providing a cost-effective entry into digital dentistry. And, it fits your practice—elevating care by producing a clear, easy-to-understand visual representation of the anatomy to help increase patient acceptance.

Toward a Better Patient Record

This new connection seamlessly stores a 2D record of the intraoral scan within the Patient Chart, making the process of recording and saving patient information more efficient,

while a link to our 3M Connection Center gives you easy access to clinical records and exclusive 3D visualization tools, depending on your data plan. This connection furthers our integration within the digital dental ecosystem and strengthens the relationship that Henry Schein, Dentrrix, and 3M bring to our joint customers.

To begin, you log in to the DDX platform with your username and password (Figure 1). After this, you navigate to the DDX store from the drop-down list



Figure 1 Login to the DDX platform.

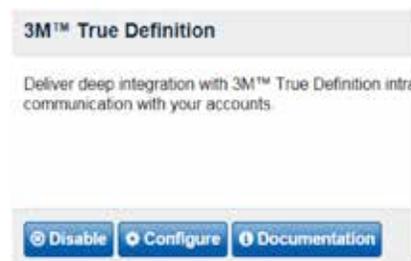


Figure 2 Configure the connection.

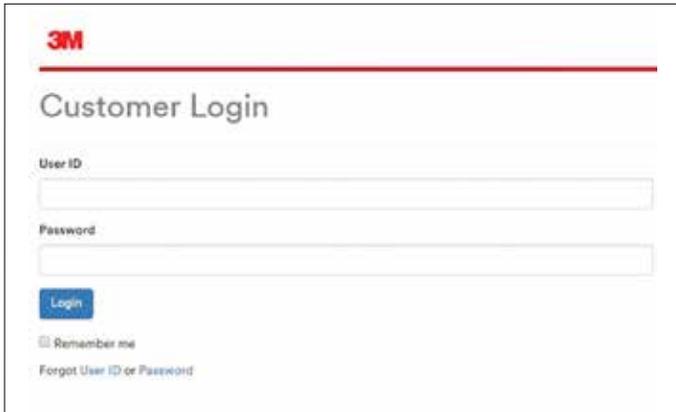


Figure 3 Login using your 3M™ Connection Center credentials.

in the upper-right corner and select 3M. Then click **Configure** (Figure 2). On the Customer Login screen, log in using your 3M Connection Center credentials (Figure 3). You then confirm the information that you are sending to Henry Schein (Figure 4). Some fields are required for the Trusted Connection to work. Now the Dentrax Progress Notes Chart panel will include a 3M True Definition tab. Clicking this tab will reveal the list of 3M True Definition cases for that patient. Clicking a case will open a preview of the scan files and the order information from DDX (Figure 5).

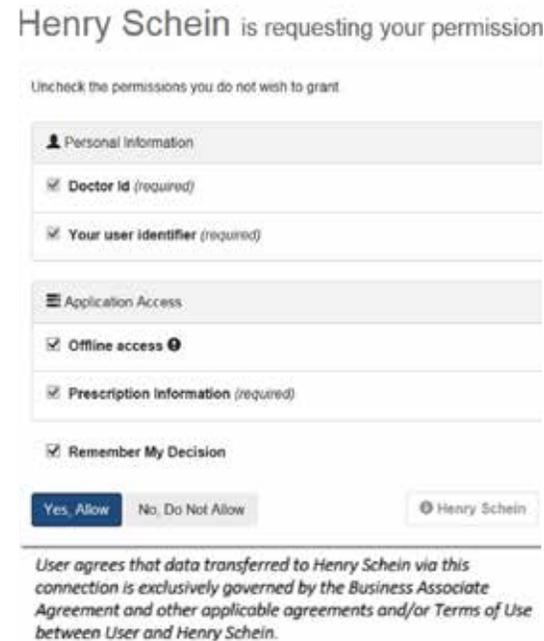


Figure 4 Confirm your information.

This Dentrax Connected version of the scanning software is available to all subscribers of the 3M Standard Data plan or higher and requires Dentrax 5.2 or higher and a current subscription to Digital Dental Exchange (DDX) OS, a web-based service that enables you to quickly and efficiently exchange and manage casework with a laboratory partner. Some features of the connection may require a subscription to the 3M Advanced Data Plan.

The 3M True Definition Scanner is an open system. New connections to create leading workflow, application, or capabilities between dental and orthodontic companies and software and systems companies are continually being tested and validated for future integration. As it becomes ever more important for clinicians to have all their patient information in one digital location, we are dedicated to bringing digital impressioning to the next level in terms of simple record storage and usage. To learn more, visit www.3M.com/TrueDef_DM

¹ More info at www.3m.com/TrueDef

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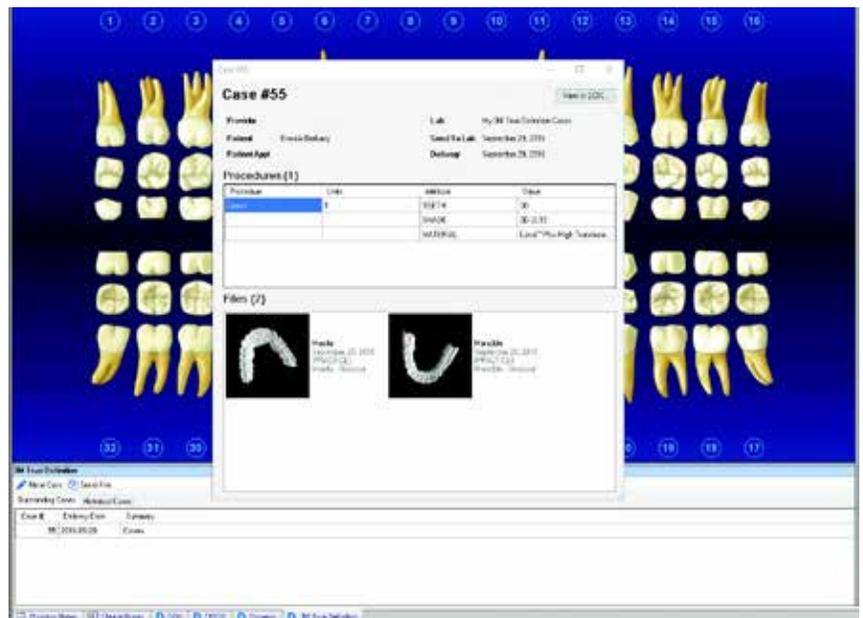


Figure 5 Locate your patient cases.



SOLUTION GUIDE

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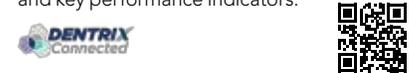


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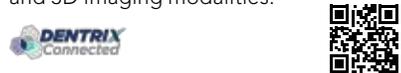


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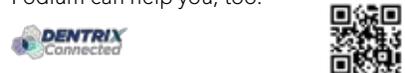


Podium
www.podium.com



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Protected Trust
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Protected Trust

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RecordLinc
www.recordlinc.com



Patient Communication Solution

RecordLinc is the largest professional network of dental professionals in the world. Securely and easily send electronic referrals, patient transfers, and track treatment plans between dental practices in a HIPAA-compliant portal.



Reputation
www.reputation.com



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Reputation.com's platform enables dentists to see all their online reviews in one space and use the platform's analytical tools to understand the broad themes that emerge from patient feedback.



Sesame
www.sesamecommunications.com



Patient Communication Solution

Sesame Communications helps dental and orthodontic practices harness the power of the Internet to accelerate new patient acquisition, build patient loyalty and transform the patient experience.



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Dental Practice Solution

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Dentrix Patient Chart - Demo, Patient [DE0001]

View Image Setup Help

1 2 3 4 5 6 7 8

32 31 30 29 28 27 26 25

DEXview

Demo, Patient (1)
Tooth 3-28 2/10/2016

Image 16 of 18
c262a9e0-8211-43...

tes Clinical Notes Image





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